



**UConn HEALTH  
JOB OPPORTUNITY  
Application Developer 3  
Information Technology**

**PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!**

<b>Open To:</b>	<b>The Public</b>
<b>Location:</b>	<b>Farmington</b>
<b>Job Posting No:</b>	<b>2017-310</b>
<b>Hours:</b>	<b>40 hours weekly – Monday – Friday 8:00 am to 4:30 pm</b>
<b>Salary:</b>	<b>TBD</b>
<b>Closing Date:</b>	<b>Open until filled</b>

At UConn Health this classification provides analysis, development, modification, installation, testing and maintenance of new/existing applications, operating system, software or database support complex to highly complex projects that require skill in multiple technical environments and disciplines.

**Knowledge, Skills and Abilities:**

Technical Skills:

- Demonstrated ability to design, develop and implement business solutions in support of IT Service and Asset Management
- Knowledge of ITSM & ITIL best practices
- Knowledge of SQL database concepts, queries and reporting
- Knowledge of various systems and data analysis techniques and tools (such as Swim lane diagrams, As-Is and To-Be workflow design, fishbone diagrams, state transition diagrams, ERD data model diagrams, data conversion and transformation mappings)

General Skills

- Ability to communicate effectively and present ideas to the level needs of the audience
- Ability to take action to ensure customer satisfaction
- Strong problem-solving ability and the ability to coach others in problem-solving techniques
- Excellent analytical thinking
- Demonstrates careful attention to details
- Ability to adapt to change
- Ability to conduct research/information seeking

**General Experience:**

General Experience: Seven (7) years experience in progressively complex programming, system analysis and design or data processing experience in system engineering, application development, operating system and network design/configuration and management including distributed and centralized desktop systems processing models or data management experience in a multi-platform environment.

Two (2) of the Seven (7) years experience must have been supporting IT Help Desk, IT Service Desk, IT Asset Management or IT Change Management software product or application

**Substitution Allowed:**

Bachelor's degree in Computer programming or Information Technology may be substituted for four (4) years of the general experience.

**Preferred Requirement:**

- Experience with BMC FootPrints Service Core
- Experience with SharePoint Site Administration

**Job Responsibilities:**

Project Responsibilities

- Maintain productive working relationships with business customers, vendors and other IT teams
- Lead and/or participate in planning, requirements gathering, data modeling or other solution design sessions
- Prepare status updates on technical aspects of projects including work estimate updates and impacts to the timeline
- Identify and document project issues and risks, escalate as appropriate
- Coordinate with DBA and Infrastructure team to ensure the BMC FootPrints environment's hardware and software needs are met

**Solution Development (New systems or Enhancements) Responsibilities:**

- Develop solutions to meet requirements including creating and customizing containers, workspaces, user interfaces/views, business rules, workflows, data definitions, data import scripts, user access, automated notifications, search queries and reports within the BMC FootPrints Service Core,
- Collect and analyze business requirements for completeness, consistency and feasibility
- Provide options analysis when decisions from higher level are required
- Optimize solutions for efficiency and performance
- Develop, execute and document end to end system test plans and results
- Develop solution documentation such as user guide, deployment guide, support information
- Build and deploy solutions, systems and components to all environments from development through to production
- Participate in product/vendor selection committees
- Provide work estimates
- Provide technical and project direction and guidance to less experienced staff

**Administrative Responsibilities:**

- Adhere to all Information Technology process and procedures to ensure audit compliance
- Prepare individual status updates
- Participate in team meetings and other activities

**Production Support Responsibilities:**

- Participate in on-call production support rotation (M-F working hours)
- Update Incident and Work Order tickets with clear and accurate documentation
- Proactively monitor production environment

**Note:** The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

**Application Instructions:** : Interested and qualified candidates who meet the above requirements please apply to: <https://jobs.uchc.edu> and reference search code 2017-310. Cover letter, resume and references may be uploaded at the time you apply on-line.

**UCONN HEALTH  
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**AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER**

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.